

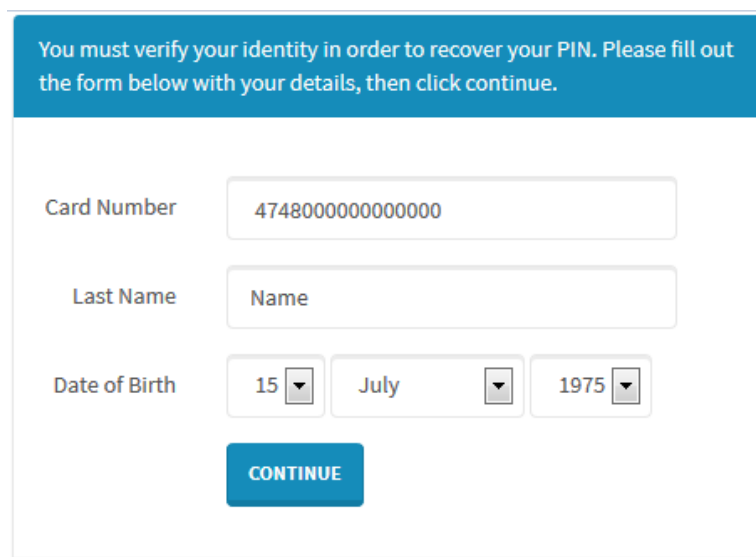
## PIN Reveal

### What if I lose my PIN?

You must be in possession of a Neoclinical Visa Card, and have your personal details registered against it – as a minimum we require your name, date of birth, and an email address to be registered to the card.

**If your details are registered, and you lose your PIN number you can simply use the PIN Reveal process to verify your identity and receive the security code required for the process.**

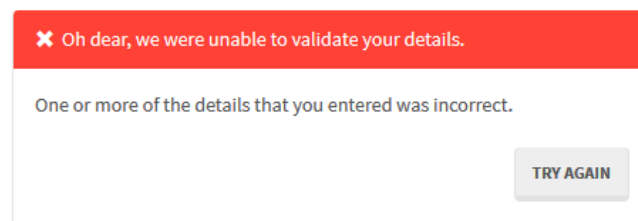
1. Go to: <https://pin.emerchants.com.au>
2. Enter your card number, surname and date of birth and press “continue”



The screenshot shows a web form for PIN recovery. At the top, a blue banner contains the text: "You must verify your identity in order to recover your PIN. Please fill out the form below with your details, then click continue." Below this, the form has three input fields: "Card Number" with the value "4748000000000000", "Last Name" with the value "Name", and "Date of Birth" with three dropdown menus showing "15", "July", and "1975". A blue "CONTINUE" button is positioned below the date of birth fields.

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3. The details entered will be validated – if the details are incorrect, you will be advised and can try again. If the problem persists, please contact Neoclinical Customer Service on 02 8935 9638 to ensure that your registered details are correct.



The screenshot shows a red error banner at the top with a white 'X' icon and the text: "Oh dear, we were unable to validate your details." Below the banner, a message states: "One or more of the details that you entered was incorrect." A grey "TRY AGAIN" button is located at the bottom right of the form area.

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4. Upon successful validation, a temporary security code will be sent to the email address registered against your card - **this code will only be valid for 15 minutes**. Click on “continue” – do not close the webpage otherwise you will need to start the process again

✓ Thanks, we've successfully validated your details.

For security reasons, we must send a temporary security code to your registered email address.

If you're ready to complete the PIN recovery process, click **Continue** and we'll send you a security code now.

CONTINUE

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5. Check your emails for the security code. The email should be received almost immediately – if you do not receive it in your inbox, we would ask you to check your junk/spam folder. Once you have located the security code, enter it and click on “continue”

In order to complete the PIN recovery process, please enter the security code that has just been sent to you.

Security Code

CONTINUE

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6. If the security code is still valid, four boxes with padlocks will be displayed. Click on a padlock – will display the individual PIN digit for a few seconds. You can continue to click on each of the padlocks until you have memorised your PIN Number. Click on “exit” to navigate away from this screen.

✓ Your PIN has been successfully recovered.

Click on the buttons below to reveal each digit of your PIN.

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🔒

2

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Take a moment to memorise your PIN before closing this website.

EXIT

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